

To Whom It May Concern:

The news of the proposed merger between AT&T and T-Mobile has compelled me to draft this letter of complaint. I implore you to prohibit the merger from occurring. Not only will this create a monopoly regarding GSM carriers, this will also spell disaster for the last shred of decent customer service available to the cell phone customer.

T-Mobile offers great coverage to their customers. I have rarely encountered a problem obtaining a signal to either talk on the phone or use the internet on my phone. AT&T has been known to have problems with their coverage to their current customers. It seems that, unless AT&T is willing to upgrade their network, they will simply not be able to keep up with the demand for service. Instead of working with their customers, AT&T has chosen to penalize them for using data service they already pay for. Unlimited doesn't really mean unlimited to AT&T. T-Mobile has never had this problem.

I have been a loyal T-Mobile customer for several years and have never really had any problem with them. I know what my bill will be every month, I know what services to expect, and if I have to call their customer service, I know it won't be a problem. T-Mobile customer service even conference called my father while I was on the phone to make sure his problem with his handset was resolved. Because they have consistently gone the extra mile for me, I make sure to stay loyal to their service.

In 2009, I decided to switch home phone carriers from AT&T to T-Mobile. AT&T would not release my phone number to T-Mobile for 3 months and constantly blamed T-Mobile for not taking assignment of the number. T-Mobile assured me everything was set on their end and that AT&T wouldn't release the number. AT&T continued to bill me for service I was unable to use as they had disconnected my phone line, but had not assigned the number over to T-Mobile. They still are pursuing me, and even sending attorneys after me for this billing which I do not owe.

I had encountered another problem with AT&T regarding my DSL service a few months later that took forever to get corrected. I couldn't use my home phone, so I had to use my trusty T-Mobile phone to get me through the horrid experience AT&T calls "customer service". I was moved enough to write a letter to AT&T, and I've pasted the correspondence in its entirety below.

I urge you to not allow this merger. It would mean the end of many things for the United States cell phone industry. Not to mention, it would also create a monopoly of evil, ignorance, greed, and callous brazenness.

Thank you for your time.

Sincerely,

Daniela Mitrovic

Dear AT&T,

I can't believe you ate up all my cell minutes this month and I still do not have a reliable internet connection.

You win. I can't call you anymore to complain loudly at the poor people in India. What are you paying them? Oh yeah...about \$7 an hour to handle my angry self poorly. I never raised my voice, I so calmly explained my problem, your tech tried, but there was failure on several parts.

You have billed me for 3 straight months of phone service that I had switched to another carrier in March. Every time I call, it's a different answer.

"It's T-Mobile, ma'am. They're holding you up. They didn't complete their end."

"It's you. They did their part and I'm sick of getting everyone on 3 way to make this happen."

See, AT&T...I am not paying \$300 for phone service I was not using. I have continued to pay my DSL bill, religiously, and you even mess with that.

My internet service went out the Friday before last. I called, got tech support, and they stated there was a problem in the line. A tech would be sent and the issue would be resolved within 24 hours.

"Well...that was easy...too easy..."

Two whole days passed and I called back. I told your tech that there was a problem in the line. She needed to test the line. She insisted that we reboot the modem, go through the diagnostics, and eat up my cell minutes. After a half hour, she decides to test the line. 45 minutes later...****GASP**** It's in the line and a tech needs to come out!

"I KNOW! I said that to start..." I sighed in defeat. You win again AT&T.

By the way, my home phone service is knocked offline thanks to you guys. It's VOIP. Works great for someone who never uses the landline.

I digress...

They sent a tech out and asked what time in the morning I would like an appointment. I tell them I need an evening appointment because I work and I am not leaving work to handle this. 6pm? Ok. I'll

leave a little early.

AT&T - 3, Me - 0.

The contractor shows up at my house in the morning and calls me to come in. I tell him I am at work and my appointment was supposed to be for the evening. I couldn't understand the guy to be honest with you. He tells me that in order to have him come out tonight, I needed to call and reschedule the appointment. At that point, my head exploded.

I called your tech support and asked why the requested time had not been honored, even though I waited an extra day to make it happen. They "yessed" and "sorried" me to death, and when it came down to it, your rep wanted me to still make an appointment for the next morning.

I very calmly, almost too calmly, asked to speak to a manager. I was done with this. After being on hold for 15 minutes, I get a man on the phone who says the rep was able to get the time in.

Ok. I'll be there when I said I was going to be there.

Sure enough, the tech gets to my house 20 minutes before I do, calls me repeatedly, while I was driving "Mario Andretti"-esque to meet him. I knew I was in trouble when I pulled up and there was a Taurus with an AT&T magnet on it.

I get there, open the door and ask the man to please not leave the door open as I have cats. They might get out and the bugs might get in. Sure enough, he didn't listen to a word I said. I found the door WIDE OPEN while he was doing whatever outside.

He came in, then out, then in, then out again, then comes in. All the time, the door is left open.

He barges past me, makes himself at home, and began looking through my things. Now, I'm a pretty laid back chick when it comes to my stuff. However, if you're a stranger, please do not rifle through my belongings as if you pay the mortgage. He barged past me again, up the stairs, talking on his cell phone, and ignored my repeated (and admittedly LOUD) requests for him to stop and that I didn't want him to go up there. I have nothing to hide, however, I have bedrooms up there. Would you want this already seemingly shady tech alone in your bedroom?

I told him to please go downstairs and that I would bring the equipment down. He looked at me, stopped his call for a second, then continued and went into the bedroom anyways.

Did I mention that he brought a squished cockroach in with him? I know because the imprint on it

when I cleaned it up matched his bag.

While he's up there, he throws trash on the ground (which he left there), plugs something into the wall, and tells me, again, that I have no dialtone. I thought that's why he was there.

He barges past me once more and heads down the stairs. He sits on the floor, asks me for my user name and password, and I'm writing what I can understand down. He calls your tech support and tells them there's a connectivity problem (as I had stated several times before) and they test the line. Sure enough, there is a problem. AT&T has me ported incorrectly. They'll have it resolved by 7/3/09 before end of business. The guy packed his things up, and told me that there was nothing he could do for me. There was a porting issue.

Ok. I'll wait a little more. Fine. My blood pressure is through the roof at this point.

Now, a guy in an AT&T van comes out (on the promised date, thank you) and takes a while. He said I had a bad F3 and F4. He replaced them and helped me set up my internet. This was a good guy. He would even admit though that getting it set up was a pain.

Things are looking up. I have connection.

I surf the net, check my email, and do various other things. It's time for bed, so I turn off the computer and go to bed. This is a laptop, after all. The next day...the trouble begins. I have to repeatedly reboot the modem, log into the "launchmodem" page, change my password (as requested by your online service), and finally, I get a connection. It's late in the evening again. Even this connection isn't reliable.

I am so upset, frustrated, and down right pissed off. At this point, you have cost me several things for service I can't use through your fault -

1. My paycheck. I had to leave early to meet your scummy tech.
2. My time. I have none to begin with. You just wasted several months of it. Remember, I'm still being billed for service I'm not using, plus paying for service I haven't been able to use.
3. My cell minutes. I don't have unlimited cell minutes. I don't like talking on this thing. I went over 700 minutes with you guys alone. Seriously. I'll send the call log when they send me my statement next month. Overage charges people. All because your techs could not competently handle my situation.
4. My mental health. This has been stressful, AT&T...seriously. I handle myself well. I really do. However, after dealing with your reps the day the scummy tech came out, my body went into "Panic

mode". What a great lunch hour that was. Now I can get back to my job.

At this point, AT&T...I'm going to need you to rectify this situation.

By the way...today I called T-Mobile. They offer an internet service through an air card. I'll be canceling your service when the equipment gets here. Sure, it's \$15 more a month...but it's faster, more reliable, and portable. I can use it anyplace.

I'm happy to say that I'm free of the shackles of incompetence. T-Mobile has it right. You guys are over priced and a nightmare to deal with.

Sincerely,
Daniela Mitrovic